



STATE OF WASHINGTON HEALTH CARE AUTHORITY

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Helping Applicants: When to Call Your HCA Area Representative

Since October 1, the Health Benefit Exchange has been working to improve the experience in Washington Healthplanfinder (HPF) (www.wahealthplanfinder.org) and at its Customer Support Center (CSC) (1-855-923-4633). In the meantime, however, some applicants with emergent medical needs who appear to be eligible for Washington Apple Health (WAH) are having trouble completing or submitting their applications in HPF.

The Health Care Authority has made its eligibility policy representatives available to help applicants who appear to be eligible for WAH and who are having trouble getting coverage for an emergent medical need.

Please contact your HCA Area Representative **if all 3 of the following situations apply**:

1. Client has applied online or over the phone to HPF.

If a client submits a paper application, we cannot help them until the application is physically entered by the Health Benefit Exchange (HBE) into HPF. If a client applies over the phone at 1-855-923-4633, the HBE customer support staff creates an online application in HPF.

2. HPF is not letting client submit the application and client or you have called the CSC without success.

Please call the HBE CSC first if you encounter any error codes or messages while completing or submitting your medical assistance application. Be sure to ask for the name of the customer support representative assisting you and record the date and time of your call. In many cases, the CSC can resolve the situation and get an immediate determination decision.

However, the CSC has not been able to resolve every situation and has not been able to take every call.

3. Client has emergent medical need.

Please call your HCA Area Representative as a last resort and only for cases involving truly emergent medical needs, which involve applicants:

- For pregnancy, child, or TANF-related medical assistance, who are eligible for coverage today;
- Who have a medical appointment scheduled in the next 3 days, who are visiting an emergency room or urgent care clinic, or who need a prescription to be filled; and
- Who have an emergent medical need requiring the medical appointment or visit.

We are asking that all 3 of the criteria described above are met before you call your HCA Area Representative for assistance, listed by county at http://www.hca.wa.gov/hcr/me/Documents/area_representatives.pdf. This will help ensure that applicants with emergent medical needs get timely coverage.

By working together, we will get through this rough patch and come out the other side with a system that provides health care coverage in a quick and efficient manner. Until then, we thank you for your patience.